



Essential

For Sales, Service & Support

The essential services for engaging with your customers in a digital-first experience with your sales, service, and support teams.



Chat, SMS, Voice, & Video

Secure chat for connecting customers and agents + ability to add voice, video, file attachments, and desktop share.



Secure Mail

Secure mail for connecting customers to your business with easy integration to corporate messaging.



Conversation History

Contextual client support with 360 historical view to all LinkLive interactions across chat, voice, phone SMS or secure mail.



Workforce Management (WFM)

Automatically generate schedules and accurate forecasts for inbound chat while managing requests for sick time and unplanned time off.



AI Chatbot

Conversational AI chatbot for automated FAQ responses and two-way contextual flow.



Enterprise Message Routing

Integrate Secure Mail and file attachments within your Microsoft Outlook client via POP3 or IMAP.



CoBrowse

Share web pages and securely guide customers to see the permitted pages while pointing or highlighting the consumer's web page.



Agent Connect

Improve a phone call and assist complex conversations. Direct a caller to securely share their desktop with no downloads or applications.